

## CLAIMS

I claim:

- 1 1. A payroll system comprising:  
2 logic configured to obtain a set of switching statistics from a database of a  
3 communications switch;  
4 logic configured to obtain a set of work statistics of an operator;  
5 logic configured to determine an operator efficiency parameter by integrating  
6 the set of switching statistics with the set of work statistics;  
7 logic configured to determine when the operator efficiency parameter exceeds  
8 an expected efficiency parameter.
- 1 2. The system of claim 1, further comprising logic configured to calculate a  
2 bonus payment to the operator.
- 1 3. The system of claim 1, further comprising:  
2 logic configured to generate an operator-specific, quantity-parameter from the  
3 set of switching statistics;  
4 logic configured to generate an operator-specific, quality-parameter based on  
5 the set of work statistics of the operator;  
6 logic configured to determine the operator efficiency parameter by integrating  
7 the operator-specific, quantity-parameter with the operator-specific, quality-  
8 parameter; and  
9 logic configured to determine the expected efficiency parameter of the  
10 operator based on a set of operator-specific information.
- 1 4. The system of claim 3, wherein the communications switch is a POTS switch  
2 located in a telephone central office, and wherein the set of switching statistics  
3 comprises telephone call statistics contained in the database of the POTS switch.
- 1 5. The system of claim 4, wherein the operator-specific, quality-parameter  
2 comprises a time of handling a set of telephone calls from customers.

- 1     6.     The system of claim 4, wherein the set of operator-specific information  
2     includes at least one of an employment seniority grade, an operator attendance data,  
3     and an operator-generated monthly revenue.
- 1     7.     The system of claim 1, further comprising:  
2             means for generating an operator-specific, quantity-parameter from the set of  
3     switching statistics;  
4             means for generating an operator-specific, quality-parameter based on the set  
5     of work statistics of the operator;  
6             means for determining the operator efficiency parameter by integrating the  
7     operator-specific, quantity-parameter with the operator-specific, quality-parameter;  
8     and  
9             means for determining the expected efficiency parameter of the operator based  
10    on a set of operator-specific information.
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- 1     8.     A method of operating a payroll system, the method comprising:  
2             obtaining a set of switching statistics from a database of a communications  
3     switch;  
4             obtaining a set of work statistics of an operator;  
5             determining an operator efficiency parameter by integrating the set of  
6     switching statistics with the set of work statistics;  
7             providing a bonus payment to the operator when the operator efficiency  
8     parameter exceeds an expected efficiency parameter.
- 1     9.     The method of claim 8, further comprising:  
2             generating an operator-specific, quantity-parameter from the set of switching  
3     statistics;  
4             generating an operator-specific, quality-parameter based on the set of work  
5     statistics of the operator;  
6             determining the operator efficiency parameter by integrating the operator-  
7     specific, quantity-parameter with the operator-specific, quality-parameter; and  
8             determining the expected efficiency parameter of the operator based on a set  
9     of operator-specific information.

1 10. The method of claim 9, wherein the communications switch is a POTS switch  
2 located in a telephone central office, and wherein the set of switching statistics  
3 comprises telephone call statistics contained in the database of the POTS switch.

1 11. The method of claim 10, wherein the operator-specific, quality-parameter  
2 comprises a time of handling a set of telephone calls from customers.

1 12. The method of claim 10, wherein the set of operator-specific information  
2 includes at least one of an employment seniority grade, an operator attendance data,  
3 and an operator-generated monthly revenue.

1 13. The method of claim 9, wherein the communications switch is a packet switch  
2 in a data network, and wherein the set of switching statistics comprises switch usage  
3 information contained in the database of the communications switch.

1 14. The method of claim 9, wherein the communications switch is a server of a  
2 client-server data network, and wherein the set of switching statistics comprises  
3 switch usage information contained in the database of the communications switch.

1 15. The method of claim 14, wherein operator-specific, quality-parameter  
2 comprises a time of servicing a set of communications switch customer work  
3 requests.

1 16. The method of claim 14, wherein the set of operator-specific information  
2 includes at least one of an employment seniority grade, an operator attendance data,  
3 and an operator-generated monthly revenue.

1 17. A payroll system stored on a computer-readable medium, the system  
2 comprising:  
3 computer-readable code that configures a device to obtain a set of switching  
4 statistics from a database of a communications switch;  
5 computer-readable code that configures the device to obtain a set of work  
6 statistics of an operator;

7 computer-readable code that configures the device to determine an operator  
8 efficiency parameter by integrating the set of switching statistics with the set of work  
9 statistics;

10 computer-readable code that configures the device determine when the  
11 operator efficiency parameter exceeds an expected efficiency parameter.

1 18. The system of claim 17, further comprising computer-readable code that  
2 configures the device to calculate a bonus payment to the operator.

1 19. The system of claim 17, further comprising:  
2 computer-readable code that configures the device to generate an operator-  
3 specific, quantity-parameter from the set of switching statistics;  
4 computer-readable code that configures the device to generate an operator-  
5 specific, quality-parameter based on the set of work statistics of the operator;  
6 computer-readable code that configures the device to determine the operator  
7 efficiency parameter by integrating the operator-specific, quantity-parameter with the  
8 operator-specific, quality-parameter; and  
9 computer-readable code that configures the device to determine the expected  
10 efficiency parameter of the operator based on a set of operator-specific information.

1 20. The system of claim 17, wherein the communications switch is a POTS switch  
2 located in a telephone central office, and wherein the set of switching statistics  
3 comprises telephone call statistics contained in the database of the POTS switch.

1 21. The system of claim 20, wherein the operator-specific, quality-parameter  
2 comprises a time of handling a set of telephone calls from customers.

1 22. The system of claim 20, wherein the set of operator-specific information  
2 includes at least one of an employment seniority grade, an operator attendance data,  
3 and an operator-generated monthly revenue.